

ATTORNEY/DOCKET NO:

**DECLARATION FOR PATENT APPLICATION AND APPOINTMENT OF ATTORNEY**

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name; I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention (Design, if applicable) entitled:

**Answering System for Customer Service**

the specification of which: (check one)

was filed on: as Application Serial No.:  
 and (if applicable) was amended on:  
 was filed on: as International Application (PCT) No.:  
 and (if applicable) was amended on:

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. I acknowledge the duty to disclose information which is material to patentability as defined in *Title 37, Code of Federal Regulations, 1.56*. I hereby claim foreign priority benefits under *Title 35, United States Code 119* of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed.

| PRIOR FOREIGN APPLICATION (S) |                 |                      | PRIORITY CLAIMED |    |
|-------------------------------|-----------------|----------------------|------------------|----|
| Number                        | Country         | Day/Month/Year Filed | Yes              | No |
| 092116809                     | Taiwan R. O. C. | 20/06/2003           | X                |    |
|                               |                 |                      |                  |    |
|                               |                 |                      |                  |    |
|                               |                 |                      |                  |    |

I hereby claim the benefit under *Title 35, United States Code, § 120* of any United States application(s) or PCT international application(s) designating The United States of America listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the aforesaid prior application(s) in the manner provided by the first paragraph of *Title 35, United States Code, § 112*, I acknowledge the duty to disclose information which is material to patentability as defined in *Title 37, Code of Federal Regulations, 1.56* which became available between the filing date of the prior application(s) and the national or PCT international filing date of this application:

| Application No. | Filing Date | Status - Patented, Pending or Abandoned |
|-----------------|-------------|---|
|                 |             |   |
|                 |             |   |

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements are made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF Attorney: I (We) hereby appoint as my (our) attorneys, with full powers of substitution and revocation, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith: J. Ernest Kenney, Reg. No. 19,179; Eugene Mar, Reg. No. 25,893; Richard E. Fichter, Reg. No. 26,382; Charles R. Wolfe, Jr., Reg. No. 28,680; Thomas J. Moore, Reg. No. 28,974; Joseph DeBenedictis, Reg. No. 28,502; Benjamin E. Urias, Reg. No. 33,805; Chung C. Chen, Reg. No. 31,725; and I (we) authorize my(our) attorneys to accept and follow instructions from WOOD & WU regarding any matter related to the preparation, examination, grant and maintenance of this application, any continuation, continuation-in-part or divisional based thereon, and any patent resulting therefrom, until I(we) or my(our) assigns withdraw this authorization in writing.

Send correspondence to: BACON & THOMAS, PLLC  
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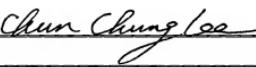
|  |  |
|--|--|
| Full name of first or sole inventor<br><b>Kuo-Rong CHEN</b>                        | Citizenship<br><b>Taiwan R. O. C.</b>  |
| Residence Address<br>12 Fl., No. 204, Pan-Hsin Rd., Panchiao City, Taiwan R. O. C. | Post Office Address<br><input checked="" type="checkbox"/> Same as Residence                     |
| Date<br><b>September 18, 2003</b>  | Signature<br> |

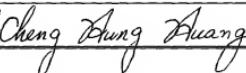
See Next Page For additional inventors

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DECLARATION FOR PATENT APPLICATION AND APPOINTMENT OF ATTORNEY

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|                                    |  |
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|                                    |  |
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| <i>Residence Address</i>           | <i>Post Office Address</i><br><input checked="" type="checkbox"/> <b>Same as Residence</b> |
| <i>Date</i>                        | <i>Signature</i>   |

|                                    |  |
|------------------------------------|--|
| <i>Full name of joint inventor</i> | <i>Citizenship</i>   |
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| <i>Date</i>                        | <i>Signature</i>   |